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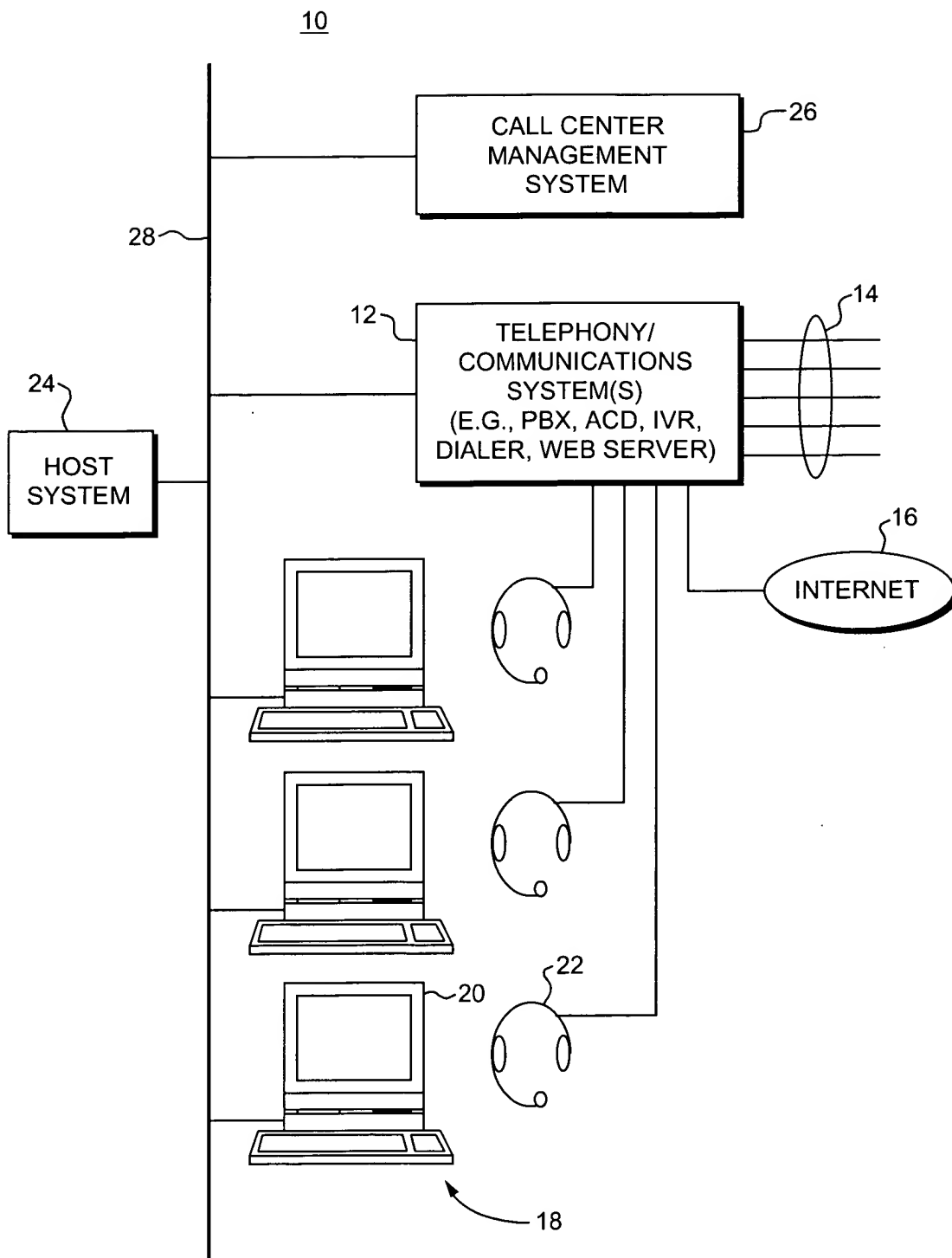


FIG. 1  
(PRIOR ART)



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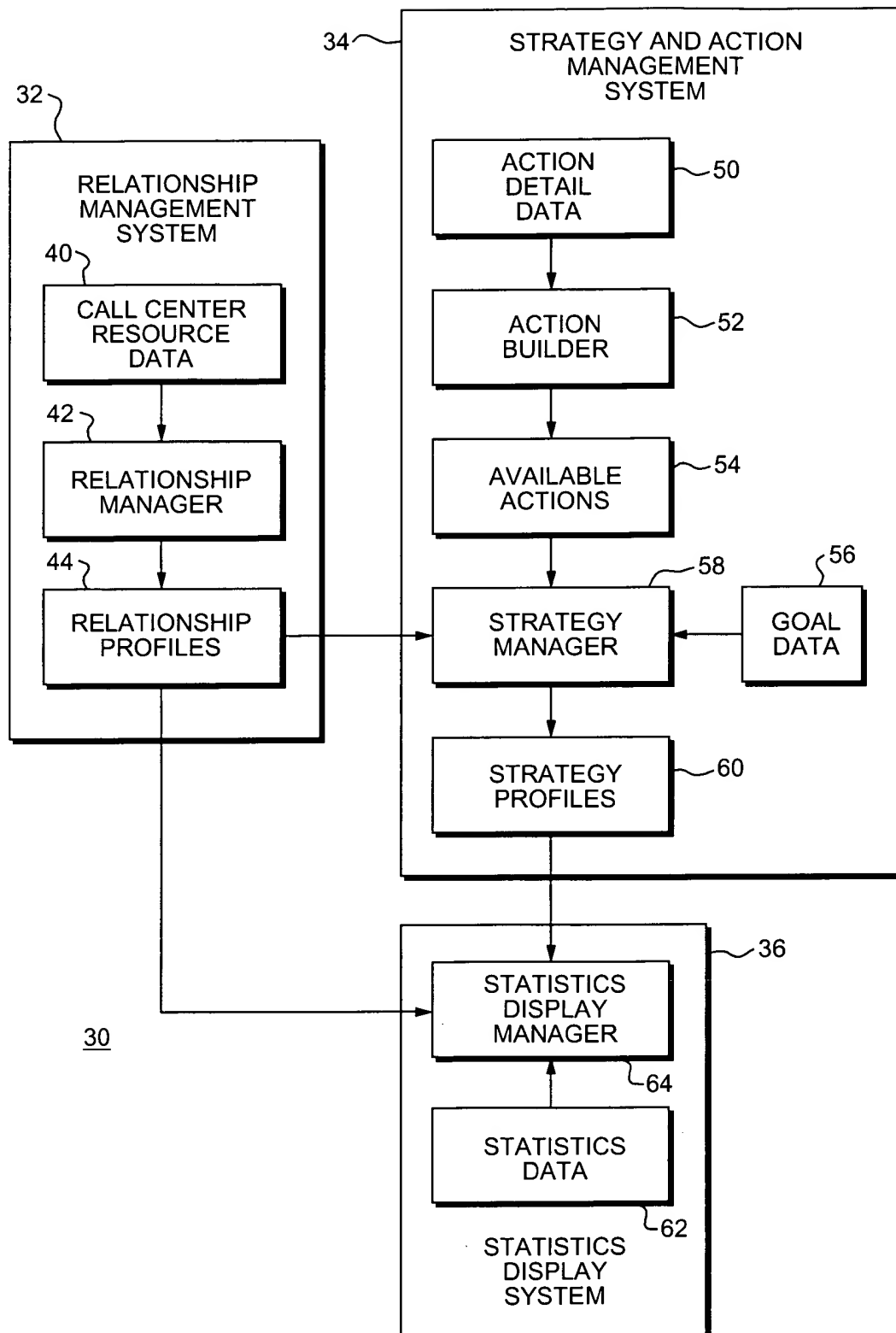


FIG. 2



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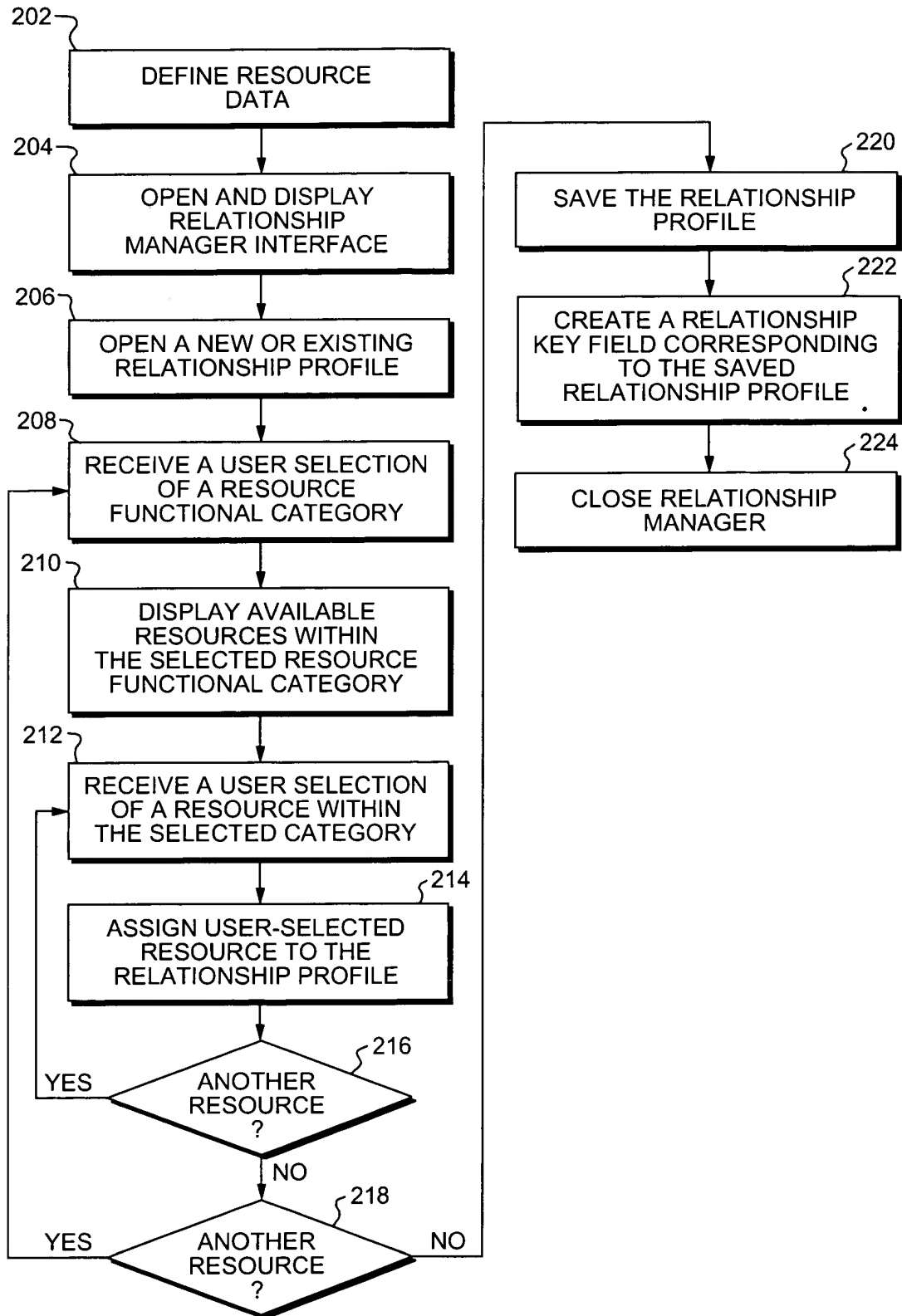


FIG. 3



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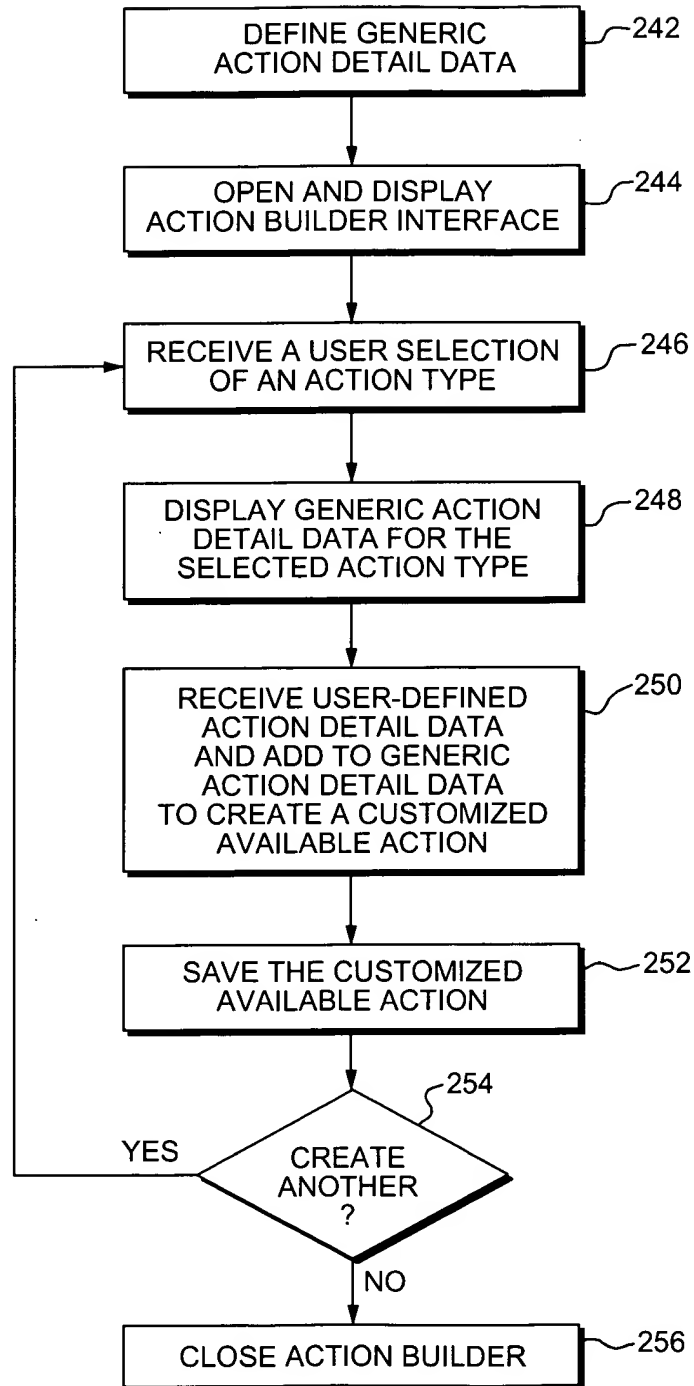


FIG. 4



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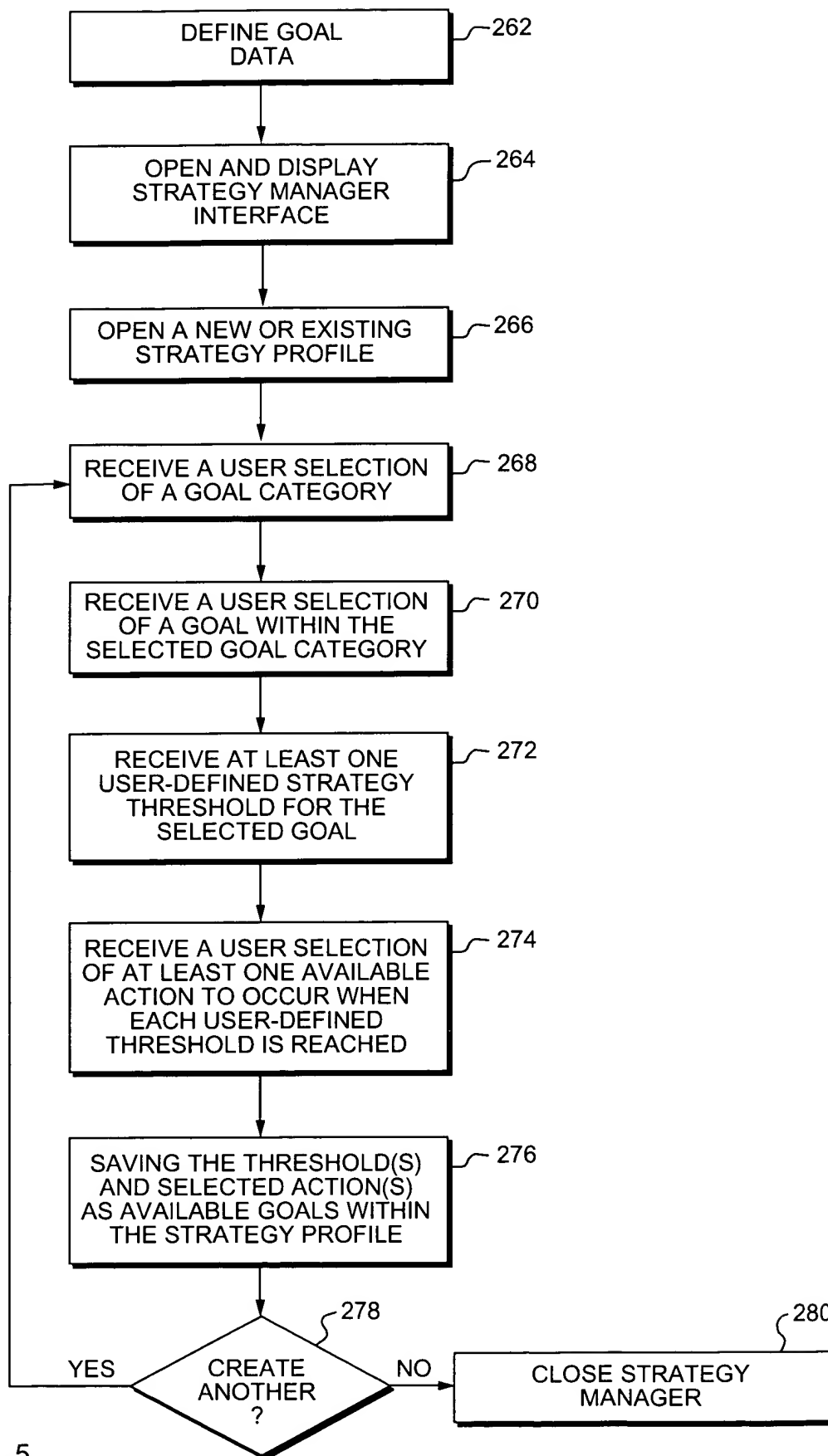


FIG. 5



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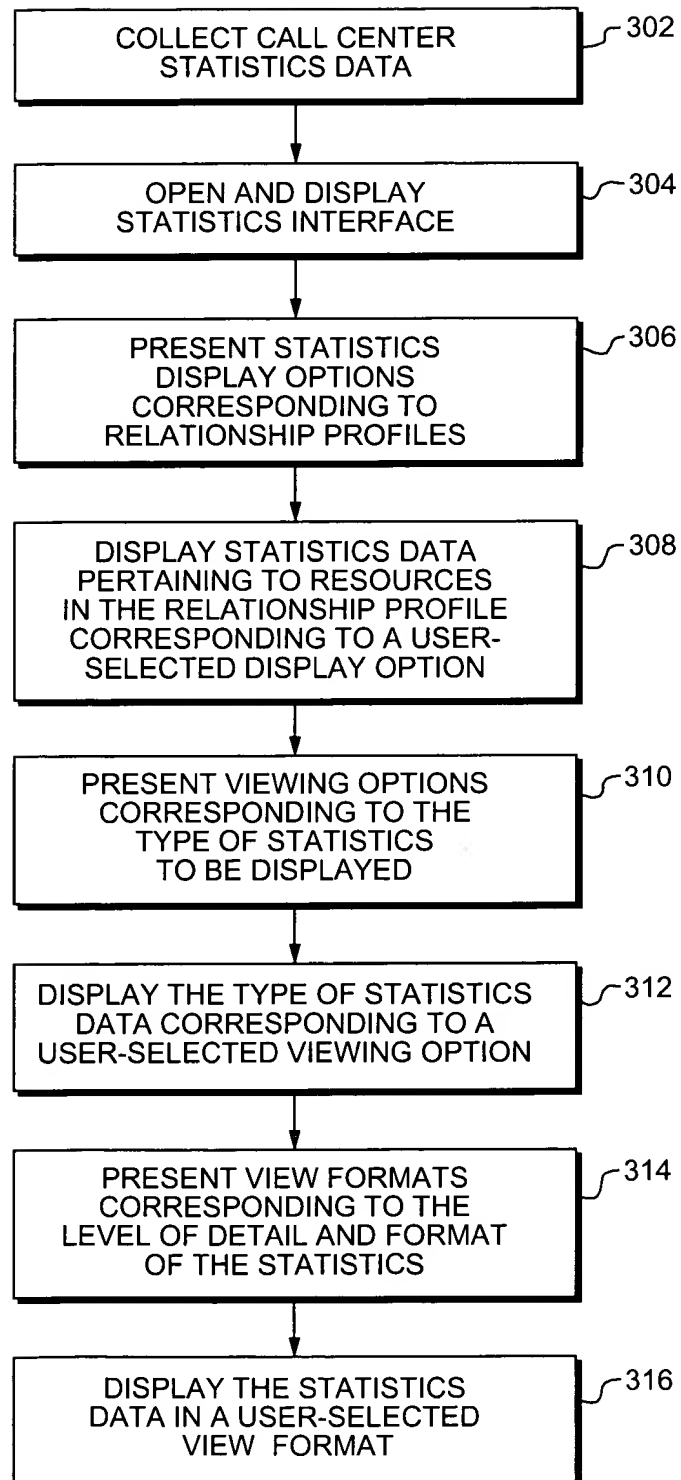


FIG. 6





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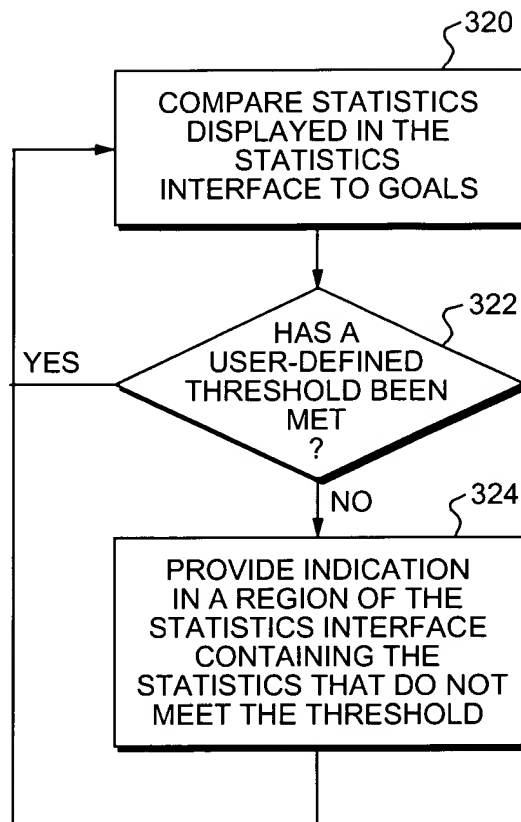


FIG. 7



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System Name: Cedar Rapids, IA - 1

### Relationship Management

#### Relationship Profiles

Credit Card Relationship  
P B Relationship 74  
Sales Relationship  
Technical Support Relationship

New Delete Duplicate

#### Add Relationship Profile

Profile Name P B Relationship 75

Description These are the business relationships between the various call center objective Davox is managing

Save Cancel

#### Available Relationships

Current Profile

All

2342 - Inbound DNIS  
2343 - Inbound DNIS  
2344 - Inbound DNIS  
2345 - Inbound DNIS 78  
BALANCE - IVR Application  
CLARE - Agent Work Group  
D30\_HIGH - Outbound Table  
D30\_Low - Outbound Table  
DEPOSIT - IVR Application  
RECOVERY - Outbound Application  
Walsh, Mike - Individual Agent

New Delete Duplicate

#### Relationship Assignments

Inbound DNIS

Inbound DNIS  
Outbound Tables  
Outbound Applications  
IVR Applications  
Agent Work Groups  
Individual Agent  
☐ 2345 - Inbound DNIS 76

72

Save Cancel

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FIG. 8





80

System Name: Cedar Rapids, IA - 1

Action Builder

Available Actions

Page Technical Support

Send E-Mail to Agents

Send E-Mail to Functional VP

Send E-Mail to Direct Manager

Send E-Mail to Davox

Move Agents to Gold Queue

Move Agents to Platinum Queue

Alert Managers in Work Group A

Send Quality Message to Reports

Send Supervisor Alert

We Made It - Email

Change Stat Color Purple

Print Volume Spike Report

86

New

Delete

Duplicate

Action Name and Type

Name: We Made It - Email

Type of Action:

Action Details

84

Save

Cancel

82

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FIG. 9



90

Strategy Manager - System Name: Cedar Rapids, IA - 1

Strategy Manager

Strategy Library

Tuesday Goals

Morning Goals

Evening Goals

Strategic Corporate Goals

Tactical Corporate Goals

New

Delete

Duplicate

Available Goals

Current Profile

Monday Goals

All

Selected goals

Average Answer Rate

Average Speed of Answer

New

Delete

Add Profile

Profile Name

Monday Goals

Description

This is the latest goals that I need to accomplish on Mondays

Queue Relationship

Agent Relationship

System Relationship

Save

Cancel

Strategy Details

Select Class

Queue Strategies

Select Strategy

All

Optimization Min

24

Seconds

82

%

30

Seconds

80

%

34

Seconds

7

%

Action Selection

☐ Page Technical Support

☐ Send E-Mail to Agents

☐ Send E-Mail to Functional VP

☐ Send E-Mail to Direct Manager

☐ Send E-Mail to Davox

☐ Move Agents to Gold Queue

☐ Move Agents to Platinum Queue

☐ Alert Managers in Work Group A

Action Selection

☐ Page Technical Support

☐ Send E-Mail to Agents

☐ Send E-Mail to Functional VP

☐ Send E-Mail to Direct Manager

☐ Send E-Mail to Davox

☐ Move Agents to Gold Queue

☐ Move Agents to Platinum Queue

☐ Alert Managers in Work Group A

Action Selection

☐ Page Technical Support

☐ Send E-Mail to Agents

☐ Send E-Mail to Functional VP

☐ Send E-Mail to Direct Manager

☐ Send E-Mail to Davox

☐ Move Agents to Gold Queue

☐ Move Agents to Platinum Queue

☐ Alert Managers in Work Group A

Save

Cancel

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FIG. 10

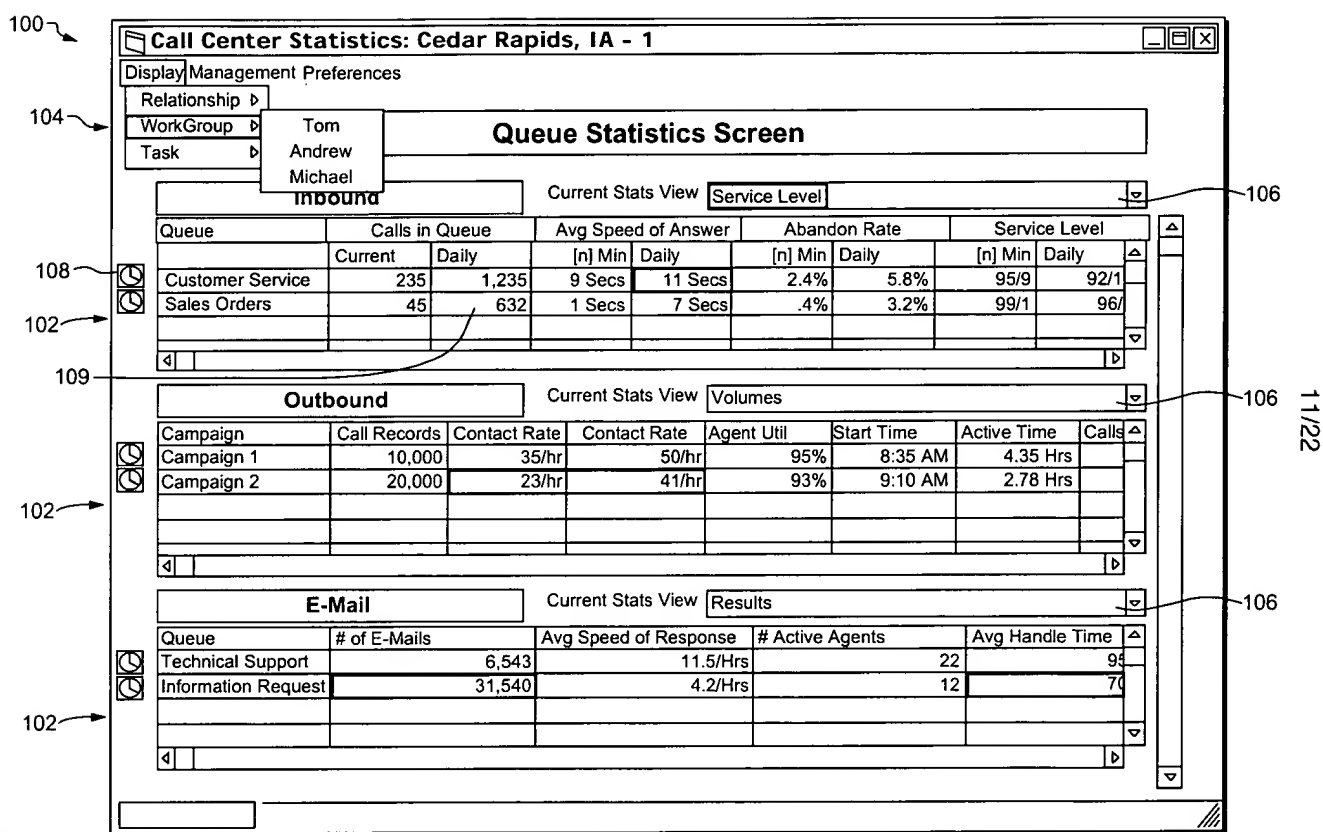


FIG. 11



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System Name: Cedar Rapids, IA - 1

### Queue Preferences

Display Categories

Queue

Available Statistics

Service Level

# of Calls Abandoned from Queue

% of Calls Abandoned while Ringing

# of calls Abandoned while Ringing

% of calls Abandoned while Ringing

# of Calls Abandoned while on Hold

% of Calls Abandoned while on Hold

# of Calls Defaulted

% of Calls Defaulted

Average Speed of Answer

Age of Oldest Call in Seconds/Minutes

Average Time in Queue

Total Calls

# of Agent Transfers within Queues

% of Agent Transfers within Queues

# of Agents Transfers out of Queue

% of Agents Transfers out of Queue

# of Agents Transfers off Premise

Available Statistical Display Classes

Andy

Tom

My Preference

Selected Statistical Display Classes

My Preference

Statistics in Order of Display

Service Level

# of Calls in Queue

Average Speed of Answer

# of Calls Abandoned from Queue

% of Calls Abandoned while Ringing

New Save Delete UnDo

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FIG. 12

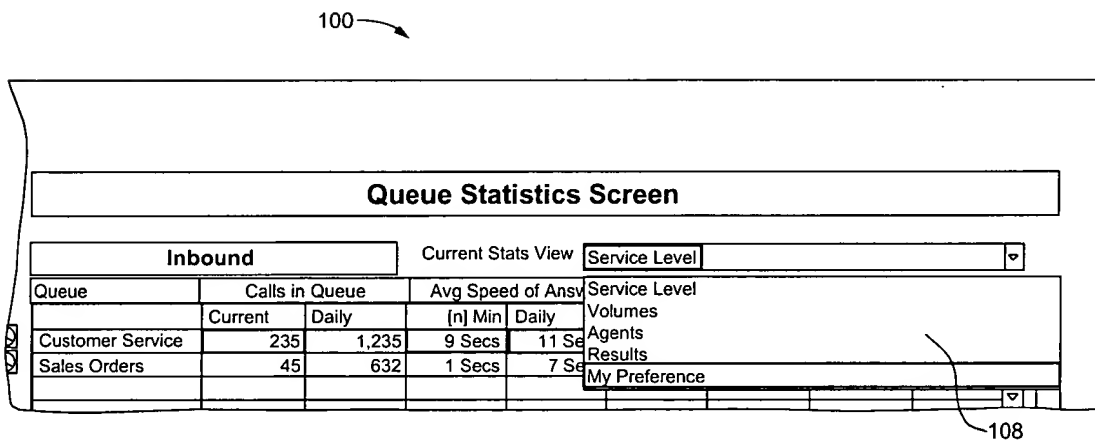


FIG. 13



116a

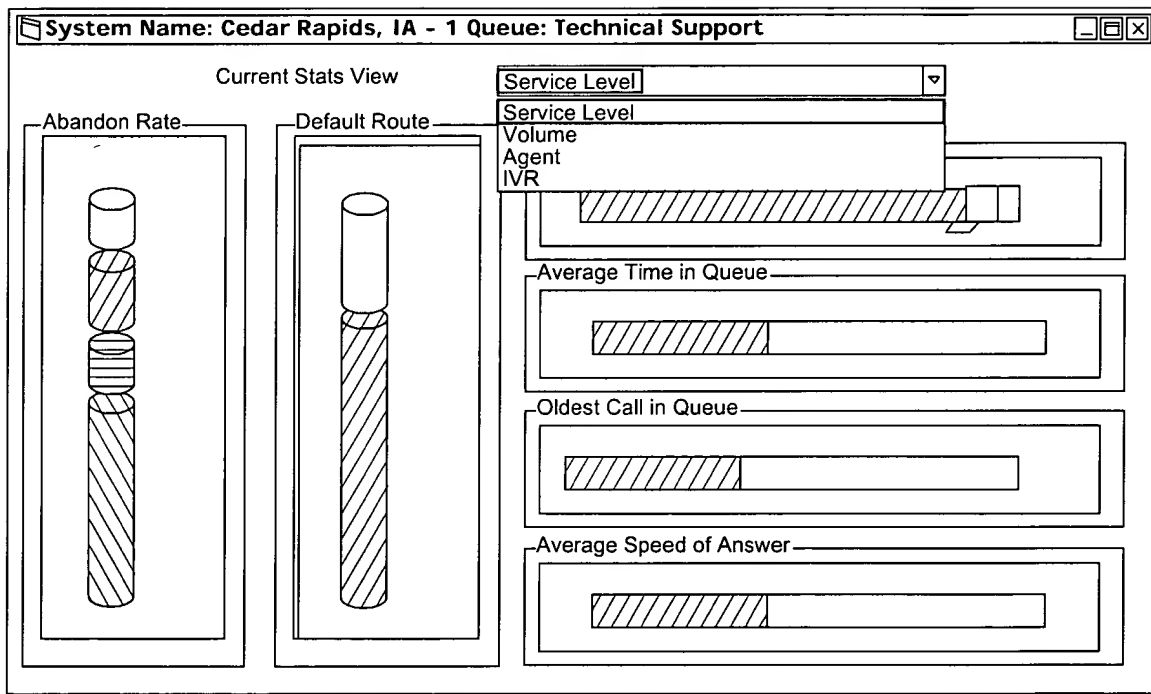


FIG. 14

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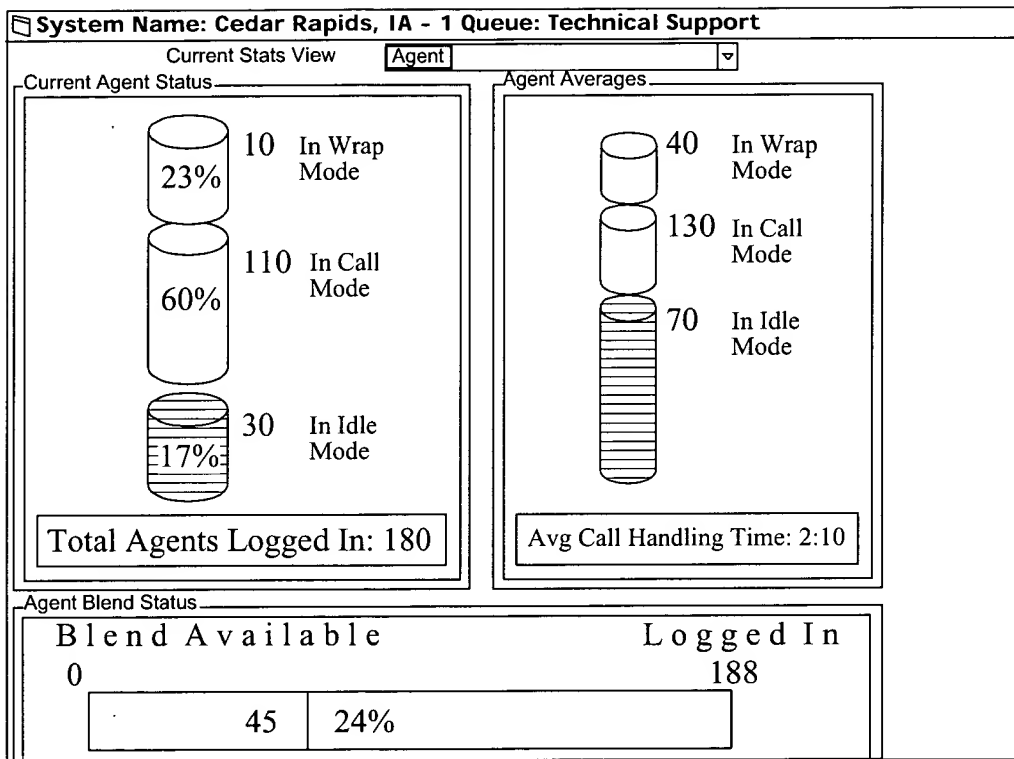
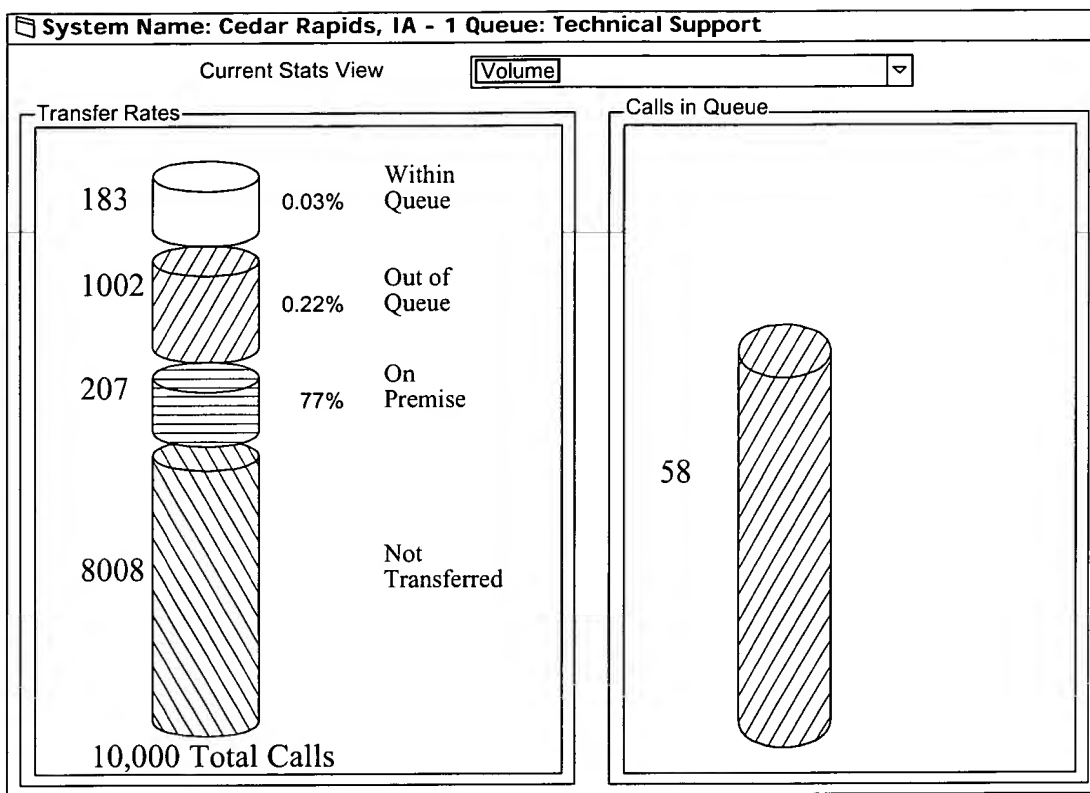


FIG. 15

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FIG. 16



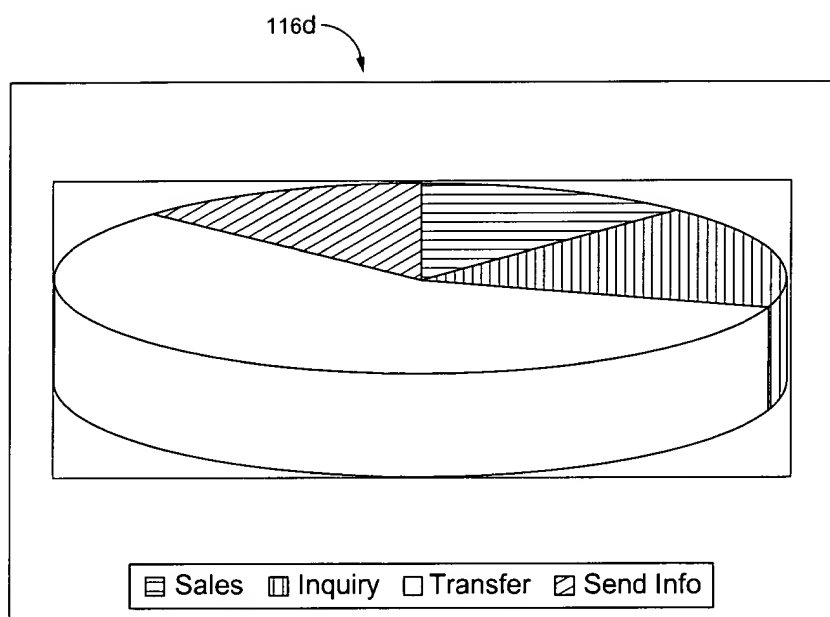


FIG. 17

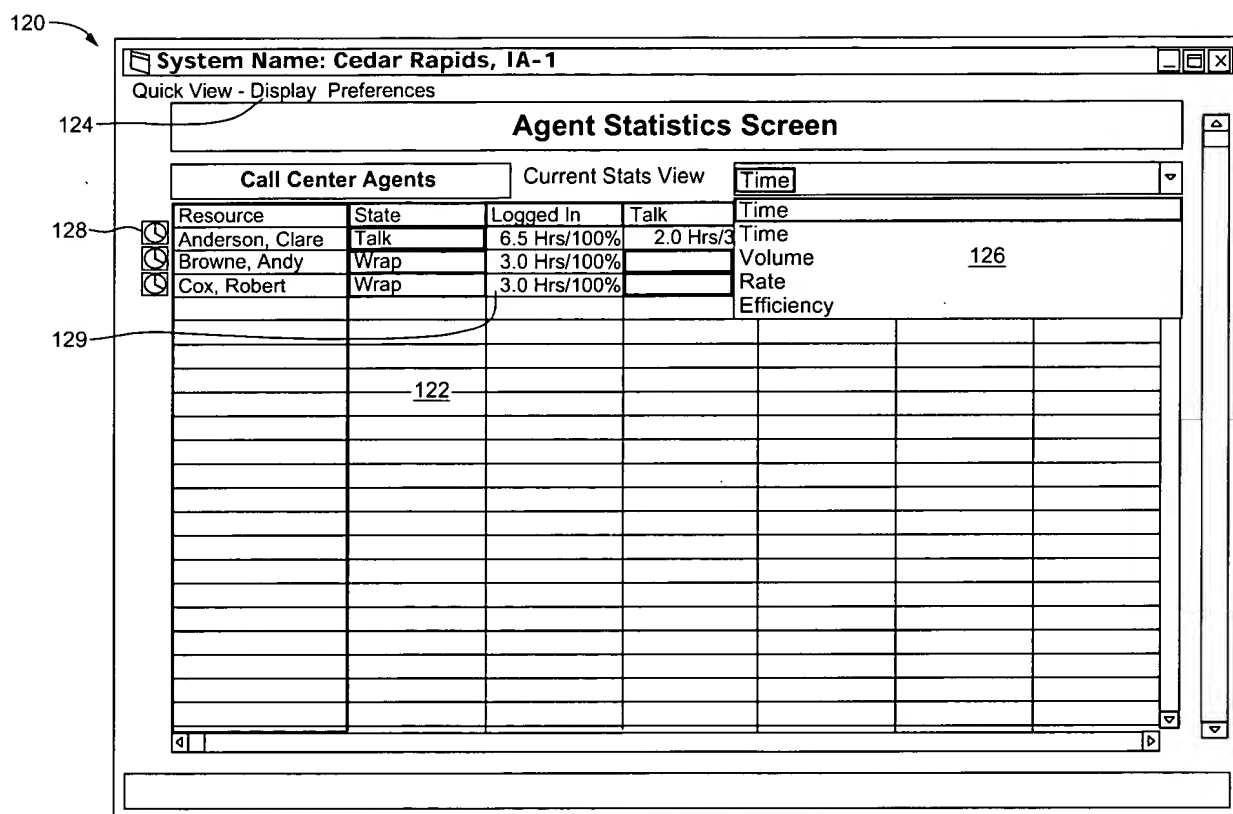


FIG. 18



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System Name: Cedar Rapids, IA - 1

### Agent Preferences

Available Statistics

State	
Logged In	
Total Talk	
Total Idle	
Total After Call Work	
Total Aux Work	
% of Agent Time Working Inbound	
% of Agent Time Working Outbound	
% of Agent Time Working Email	
Outbound Talk	
Outbound Idle	
Outbound After Call Work	
Inbound Talk	132
Inbound Idle	
Inbound After Call Work	
Email Correspondence	
Web Chat Time	
Scheduled Break 1	
Scheduled Break 2	
Scheduled Break 3	
Total Calls	
Total # Inbound Calls	

Available Statistical Display Classes

Andy
Tom
My Preference

Selected Statistical Display Classes

My Preference
---------------

Statistics in Order of Display

Total Calls	
Total # Inbound Calls	134
Total # Outbound Calls	
% of Agent Time Working Inbound	

New	Save	Delete	UnDo
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FIG. 19

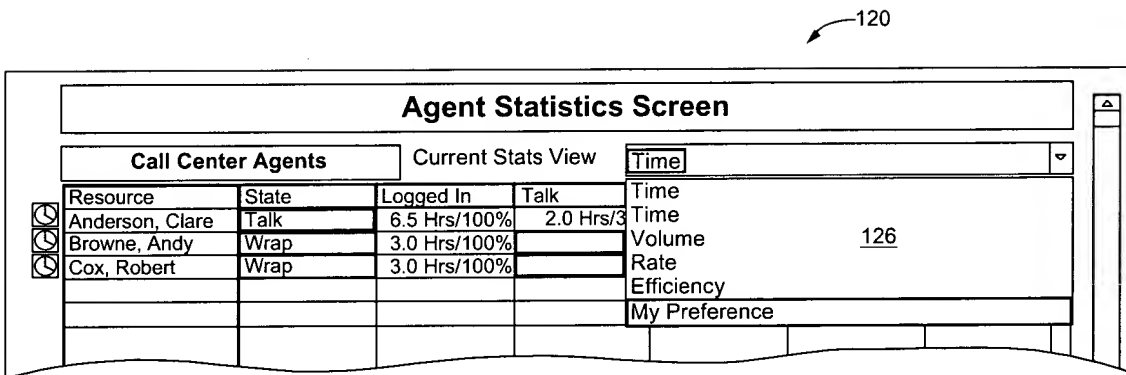


FIG. 20

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FIG. 21



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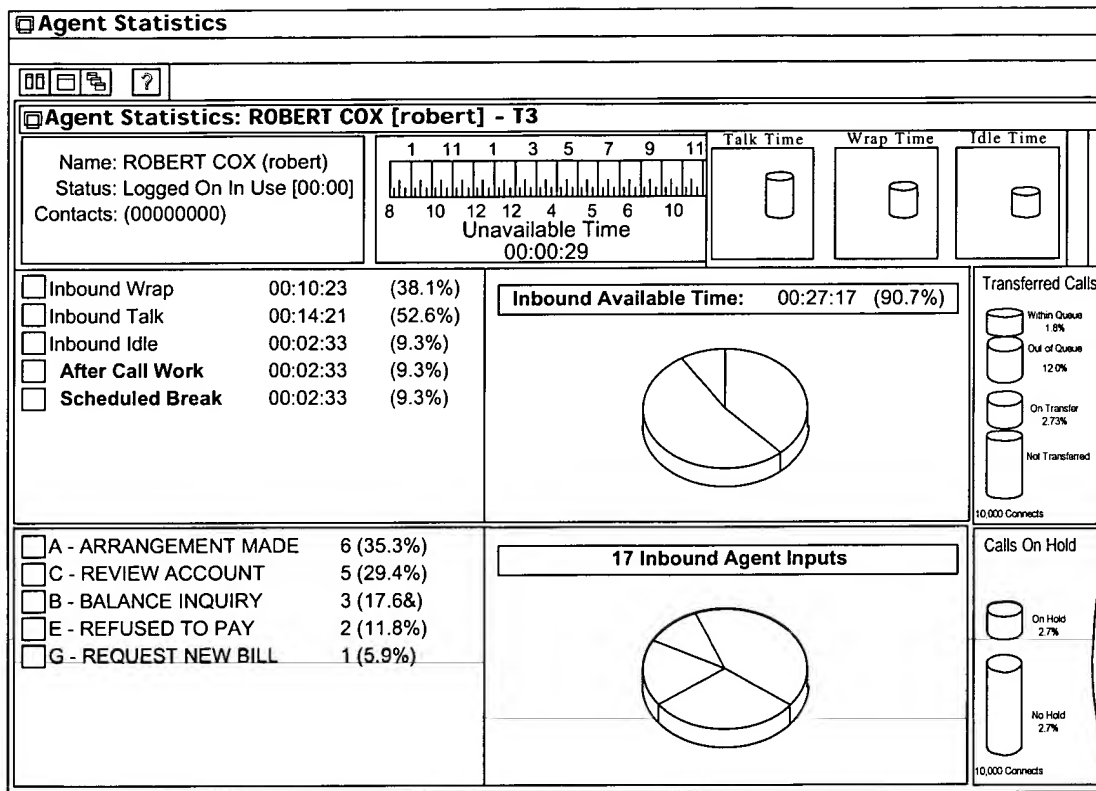


FIG. 22

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